

RETURN-SHIPPING LABEL USAGE

ABSTRACT OF THE DISCLOSURE

Embodiments of the invention involve a system for monitoring the use of return-shipping labels. The system is generally comprised of a label generation application that creates a return-shipping label having a unique return-shipping label identifier and associates the unique return-shipping label identifier with an authorization identifier that has been provided to a customer desiring to return an item, and a label access application that allows the customer desiring to return an item having the authorization identifier to access and obtain the return-shipping label. The label access application monitors and records information about the return-shipping label including at least the date and time that the customer desiring to return an item accessed the return-shipping label. Other embodiments involve methods of using such a system.